

Parcels

As a business sender, you can send parcels with PostNord to both private and business recipients. Parcels arrive quickly, and we offer a number of services so that delivery can accommodate your needs and the needs of the recipient as best possible.

Contact Customer
Service Corporate at
+45 70 11 12 30.

MyPack - parcels for private recipients

MyPack is a quick and safe way to have PostNord deliver parcels to your customers in Denmark and other countries. MyPack allows customers to choose to pick up their parcels themselves, where and when it suits them best – or have the parcels delivered to their home address if desired.

MyPack Collect

In Denmark, we provide next-day delivery of parcels seven days a week – to all post offices and parcel locker terminals (Pakkebokse and Nærbokse) across Denmark. We do this so that your customers can continue to take advantage of next-day delivery when they make purchases at the weekend, when they have time, leading to improved conversion rates.

You can also send MyPack Collect to the Nordic region and a number of countries in Europe.

It is a requirement that you inform us of the post office or parcel locker terminal where a MyPack Collect delivery is to be set aside for collection. If you implement the PostNord “Optional Service Point” webservice, your customers can select where to collect their parcels.

When your customers decide where to collect their parcels, the number of parcel returns is reduced.

MyPack Home

You can send MyPack Home to the home addresses of private recipients worldwide.

In Denmark, we provide next-day delivery for the parcel on all weekdays. If the recipient is not at home when the parcel arrives, we inform the recipient by email, text message or letter about where and when the parcel can be collected. If the recipient

is in Denmark and has registered for the Recipient Flex (Modtagerflex) service or wishes to utilize the FlexChange option, the parcel will be left in the agreed place at the address, with a neighbor or redirected to a post office. If possible, the parcel will be placed in the recipient’s mailbox.

Postnord parcel - parcels for business recipients

PostNord Parcel is designed to meet enterprises’ requirements for consignments sent to business partners and customers. You get fast next-day delivery every working day. PostNord Parcel gives you access to our professional and efficient distribution network, backed by years of experience in parcel delivery.

Choosing PostNord Parcel means you do not have to worry about which parcel product to choose for each individual country. We deliver parcels all over the world.

Additional services for parcels

Climate Compensation

If you would like to do a little extra for the environment and climate, you can choose our Climate Compensation option. For a surcharge, we guarantee to offset the carbon emissions from your consignments. The money goes to a unique project in Hals Mose, which has been created in collaboration with the Danish Nature Fund.

Flex Delivery

If you are sending parcels to recipients in Denmark, Finland, Norway or Sweden who will not be at the address when the parcel is delivered, you can choose to send these using the Flex Delivery (Flexlevering) service. It saves the recipient a trip to the post office and helps reduce your amount of returns.

You just tell us where we can put the parcel, then the parcel carrier will leave the parcel in the carport or next to the front door, for example. The contents of the parcel must be of no value to parties other than the recipient. The delivery scan is PostNord's documentation of delivery. After that, the responsibility for the parcel is transferred to you as the sender.

Return to Sender

If you select Return to Sender, PostNord will immediately return the parcel to you if the first attempt to deliver it to the recipient's address fails. This means that the parcel will not be stored for pick-up from a parcel locker terminal or a post office.

Signature Assurance

If it is important that you obtain signed confirmation when we deliver the parcel, you can choose Signature Assurance in connection with MyPack Home and PostNord Parcel. In this case, we ensure that the parcel is not delivered as Flex Delivery or placed in the recipient's mailbox. You can visit www.postnord.dk/en/track-and-trace to see who signed for the parcel.

Insured Items (Værdiforsendelser)

If you are sending valuable items or items that require the recipient's signature, you can send your parcel with Value (Værdi) to recipients in Denmark, the Faroe Islands and Greenland.

Transport insurance

You can take out transport insurance for all countries, such that the contents are covered for a sum of up to DKK 100,000. Insurance policies can be taken out in PacSoft Online, or you can send an email to transportforsikring@postnord.dk. For additional information, please visit www.postnord.dk/en and click on "Practical information about parcels".

Ad hoc pickup

If you have a small number of parcels that you would like to have collected from your company, you can use our Ad hoc pickup service. You can book Ad hoc pickup until 10 pm, and the parcel carrier will stop by and collect up to three parcels on the following day.

Dangerous goods in limited quantities

To a certain extent, parcels containing limited quantities of dangerous substances may be sent. At www.postnord.dk you can look up the UN numbers and find more information about the substances and quantities you can send in parcels.

Economy

If you are sending parcels to the Faroe Islands or Greenland and it's not urgent, you can use MyPack Home and PostNord Parcel Economy. For the Faroe Islands, parcels usually reach the recipient within 4-9 working days. And for Greenland, delivery time varies from 17 to 27 working days, depending on the destination.

General information on parcels

Delivery times

When you send a parcel with PostNord to an address in Denmark, it will arrive the next day - although delivery to islands without bridge links to the mainland may take an extra day.

We deliver MyPack Collect seven days a week, and MyPack Home and PostNord Parcel every weekday.

Your parcels will also arrive quickly to other countries around the world:

- In most of the Nordic region, parcels are delivered within 1-2 days.
- The delivery time for most metropolitan areas in Europe is 2-3 days.
- For the rest of the world, the delivery time is 5-15 days, depending on the destination.

For details of delivery times, visit www.postnord.dk/en.

Track the parcel with Track & Trace

You can track all parcels at www.postnord.dk/en under Track & Trace.

Return parcels

If you want to offer your customer an easy return service, we have a wide range of return products. For additional information, please see the fact sheet entitled "PostNord Return".

Packaging

Parcels must be packaged responsibly in relation to their contents and in a way that prevents the parcel itself from damaging other consignments. Read our packaging guide at www.postnord.dk.

As far as possible, parcels must also be packaged so that they can be machine sorted. Parcels requiring special handling or that cannot be machine sorted are subject to a fee for special handling.

PostNord

Hedegaardsvej 88
2300 Copenhagen S
Denmark

www.postnord.dk

Special handling

Some parcels cannot be machine sorted. That applies, among other things, to parcels over 115 cm or parcels measuring over 60 x 60 cm, but also to parcels that due to their physical properties cannot be machine sorted or which endanger other parcels. You can read more about special handling on our website, where you can also find the guide to proper packaging so as to avoid surcharges.

Would you like additional information?

For detailed information about PostNord's parcel products, please see our General Terms and Conditions. You can also visit www.postnord.dk/en or call us at +45 70 11 12 30 if you require more information.

Weight and dimensions

The weight and dimensions of parcels must remain within certain values, depending on the destination. Minimum regardless of destination: 1.5 x 14 x 9 cm, and the parcel must weigh at least 100 grams.

MyPack Collect

| Maximum dimensions and weight | Denmark, Sweden, Norway and Finland | Selected countries in Europe |
|-------------------------------|-------------------------------------|------------------------------|
| Length | 150 cm ¹ | 100 cm |
| Length + circumference | 300 cm | 250 cm |
| Weight | 20 kg | 20 kg |

MyPack home and postnord parcel

| Maximum dimensions and weight | Denmark, Sweden, Norway and Finland | Iceland, the Faroe Islands and Greenland | EU and Switzerland | The rest of the world |
|-------------------------------|-------------------------------------|--|--------------------|-----------------------|
| Length | 175 cm ² | 150 cm ³ | 175 cm | 150 cm |
| Length + circumference | 300 cm ² | 300 cm | 300 cm | 300 cm |
| Weight | 35 kg | 35 kg | 31,5 kg | 20 kg |

- 1) Parcels to a parcel locker terminal cannot be larger than: 60 x 37 x 35 cm.
- 2) In Denmark we currently accept parcels measuring up to 220 cm in length, and with length + the largest circumference measured in a direction other than the length = 360 cm, against a surcharge for oversize.
- 3) Economy parcels to the Faroe Islands and Greenland may be up to 175 cm long.

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